



# ***Basic Reservation Manual***

# BASIC RESERVATION REFERENCE GUIDE



TRAVELPORT

Official Partner

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## Radio Codes

Character	Telephony
A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Fox
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oliver
P	Peter
Q	Queen
R	Romeo
S	Sugar
T	Tommy
U	United
V	Victory
W	William
X	X-Ray
Y	Yankey
Z	Zulu



## Important Commands & Shortcuts

CTRL+W	Clear Window
CTRL+↑	Display Previous Entry
CTRL+↓	Back on Present Entry
MD or pg dn	Move Down
MU or pg up	Move Up
I	Ignore (To get out of a PNR)
IR	Ignore and Retrieve (Refresh PNR)

## Encode (To get code) & Decode (To get name)

	ENCODE	DECODE
1. City	<div><div>.CE_____</div><div>↑</div><div>City name</div></div> <div>e.g. .CEDHAKA</div>	<div><div>.CD_____</div><div>↑</div><div>City code</div></div> <div>e.g. .CDCCU</div>
2. Airlines	<div><div>.AE_____</div><div>↑</div><div>Airlines name</div></div> <div>e.g. .AEBIMAN</div>	<div><div>.AD_____</div><div>↑</div><div>Airlines code</div></div> <div>e.g. .ADMK</div>
3. Country	<div><div>.LE_____</div><div>↑</div><div>Country name</div></div> <div>e.g. .LEINDIA</div>	<div><div>.LD_____</div><div>↑</div><div>Country code</div></div> <div>e.g. .LD SG</div>



## Signing In Using the Sign On Dialog Box

If you are not signed on to Galileo Desktop when you launch Travelport Smartpoint, the Sign On dialog box is displayed:

1. Enter your Galileo Desktop sign on and password.

The screenshot shows a 'Sign On' dialog box with a title bar and a close button. Inside, there's a 'MyConnection' section. Below it, there are three input fields: 'Sign-On:', 'Password:', and 'PCC:'. The 'PCC:' field has a dropdown menu currently showing 'Optional'. Below these fields is a checkbox labeled 'Change Password'. At the bottom left is a link 'Forgotten or Locked Password?'. At the bottom right are 'OK' and 'CANCEL' buttons.

Or Sign on using SON/ZXX

## Signing Out

To sign out of Travelport Smartpoint type **SOF**

The response is: SIGN-OFF COMPLETE.

**Note:** This entry also signs you out of Galileo Desktop.

## Setting Your GDS Language

The translation feature supports a primary and secondary language.

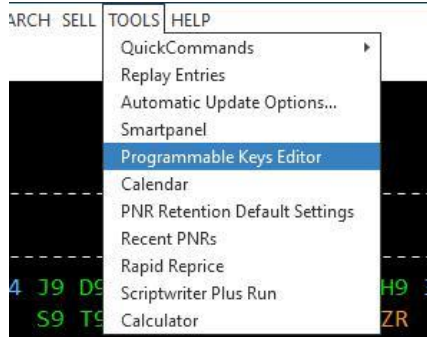
### To configure the GDS language:

1. Click on the Connection box at the top of the screen.
2. Select your primary cryptic language.
3. Select a secondary cryptic language such as Amadues or Sabre

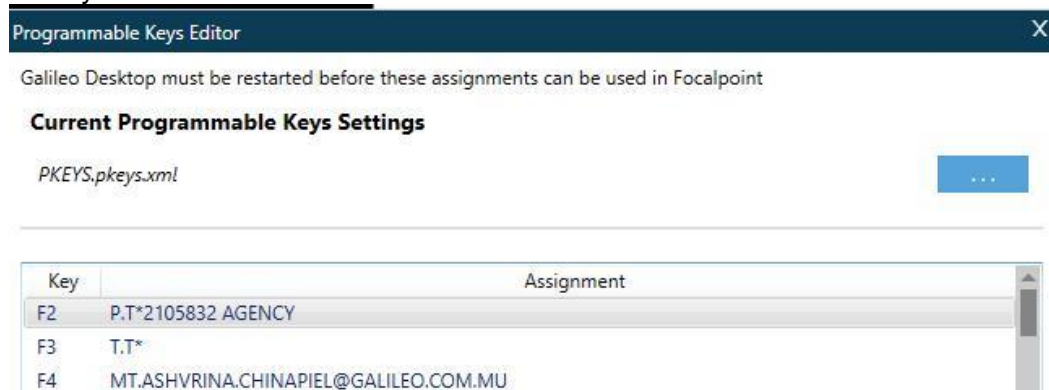
The screenshot shows the Galileo Desktop interface. At the top, there's a header bar with 'A B C D E' and 'MYCONNECTION ON 63P8'. Below this, there's a 'Cryptic Languages' dialog box. It has three dropdown menus: 'Primary Cryptic Language' (set to 'Galileo'), 'Secondary Cryptic Language' (set to 'Amadeus'), and 'Keyboard Mapping' (set to 'GalileoStandard'). There are 'SAVE' and 'CANCEL' buttons at the bottom of the dialog box. In the background, there's a terminal window showing '1-I' and 'IGNORED'.



**PROGRAMMABLE KEYS EDITOR** is used to store your most used Galileo formats



Press F2 to F5 followed by Enter after each Key to insert formats which you may modify/amend



## INFORMATION

### LOCAL TIME

Display Local Time	@LT
Local Time of Specific city	@LT<city code>
Local time on specific date	@LT<city code><DDMMYY>

### MAP

Display Maps	C*MAP/<country name>
--------------	----------------------

### MINIMUM CONNECTING TIME (H/DCT)

Display fill in format for Minimum Connecting Time	DCT
Display Minimum Connecting Time	DCT<City Code>
Display Routing from one place to another	DCP<City Pair>

### DIRECT CARRIER

To View direct carriers inside city	DC*<CITY CODE>/I
To View direct carriers outside city	DC*<CITY CODE>/O

## PNR Creation Checklist

1. Seat booking: Using **Availability** or **Galileo Fare Shopping**
2. Name: Name Field
3. Agency Details: Phone Filed
4. Ticketing Time Limit: T.T\*
5. Receive
6. ER

**\*\*For Non IATA Only: RULA/BG has to be inserted before RECIEVE**



## 1. Seat Booking Availability

### One Way:

A \_\_\_\_\_ \*

↑      ↑      ↑      ↑

Travel   From   To   Airlines

Date                Code

### Examples:

A15NOVDACKUL\*MH → To see seat availability with date and specific carrier for direct flight

A15NOVDACCCU/BG → To see seat availability for **BG** (Biman)

### Return:

A15NOVDACKUL\*MH++25NOVKULDAC\*MH

### Seats Available (Numeric)

1-9

0

C

X

### (Alphabetic)

Available

Request

Close

Cancel

### Seat Available

A

R/L

C

X

Departure Time: WED 20JAN21

Arrival Time: DHAKA/KUALA LUMPUR 20/0000 20/2359

Flight Number: 103, 197, 322, 775

Aircraft Type: 738, 332, 777, 738

Sectors: DAC KUL, DAC BKK, KUL

Airlines Code: MH, TG, TL, KL, SC, VC, WC, LC

«More Flights»

To see more flights

Next Day Arrival Time

Seat Classes

Select no. of Seats

To check Flight Distance:

To see details and flight duration:

To see details and flight duration

FL \_\_\_\_\_

TTL1 (From **Availability**)

TTB1 (From **PNR**)

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<b>A#*MH</b>	To display the <b>Next day</b>
<b>A-*MH</b>	To display the <b>Previous day</b>
<b>A@#2</b>	To display more Class from <b>line 2</b>
<b>A*</b>	To see <b>Later Flights</b>
<b>A-</b>	To see <b>Previous Flights</b>

Book Sell (Availability):

<b>N1M1</b>	Need <b>1</b> seat in <b>M</b> class in line <b>1</b>
<b>N1K1T2</b>	Need seats <b>1</b> in <b>K</b> class for seg- <b>1</b> & <b>T</b> class for seg- <b>2</b>
<b>N1M1LL</b>	Need 1 seat in M Class for Segment 1 in request status
<b>N1M1*</b>	Need 1 seat for M via or connecting flights
<b>N1M1LL*</b>	Need seats from request status for Via/Onward flight
<b>Y or OA</b>	To add surface or ARNK segment

## Fare Shopping

**FS** \_\_\_\_\_ / \_\_\_\_\_ (One Way)

↑      ↑      ↑      ↑      ↑

No. of From      TravelTo      Airlines  
Seats      Date      Code

**FS** \_\_\_\_\_ / \_\_\_\_\_ (Return)

↑      ↑      ↑      ↑      ↑      ↑      ↑

No. of Departure Departure To      ReturnTo      Airlines  
Seats      Date      Date      Code

### Examples:

- FSDAC10AUGKUL** (One Way with no specific airlines for **1 Seat**)
- FS2DAC10AUGKUL20AUGDAC/MH** (For **Return** on specific airlines for **2 Seats**)
- FSDAC10AUGKUL--BKK20AUGDAC** (For trip with **Surface Sector**)
- FS3DAC10SEPKUL/MH+P1-2.3\*C07.4\*INF** (For fare calculation including **Child** and **Infant** fare)
- FSDAC10SEPKUL++-BUSNS** (To see Lowest **Business Class** Fare shopping)

PRICING OPTION 1

ADT														
1	SQ	447	N	20JAN	DAC	SIN								
2	SQ	26	N	21JAN	SIN	JFK								
		«BOOK»		+TQ										

Click here to BOOK seats

TOTAL AMOUNT TAX INCLUDED

2345	0600	#	WE	359										
2355	1115	#	TH	388										

To see Details & TAXES

Total Amount including Tax

**66537 BDT**

N15BDO  
N15BDO  
D R +1

To see RULES





## 2. Name Field

**Adult: 12 years and above**

N.\_\_\_\_/\_\_\_\_

↑                      ↑                      ↑  
Last                      First                      Title  
Name                      Name



**Title**

**Male: MR**

**Female: MRS (Married), MS (Unmarried/Unknown)**

**e.g.**

**N.KHAN/NASIRHOSSAIN MR**

**N.KHAN/NAJIAHOSSAIN MRS**

**Child: 2years to 11 years**

N.\_\_\_\_/\_\_\_\_\*P-C\_\_\_\_

↑                      ↑                      ↑                      ↑  
Last                      First                      Title                      Age  
Name                      Name



**Title**

**Male: MSTR**

**Female: MISS**

**e.g.**

**N.KHAN/NASIRHOSSAIN MSTR\*P-C04**

**N.KHAN/NAZIFAHOSSAIN MISS\*P-C10**

**Chile Name insert in BG only:**

N.\_\_\_\_/\_\_\_\_\*P-C\_\_\_\_

↑                      ↑                      ↑                      ↑                      ↑  
Last                      FirstTitle                      Age                      Date of  
Name                      Name                      Birth

**e.g.**

**N.KHAN/NASIRHOSSAIN MSTR\*P-C04 06JAN16**

**N.KHAN/NAZIFAHOSSAIN MISS\*P-C10 06JAN10**

**Infant: 0 to <2 years**

N.I./\_\_\_\_/\_\_\_\_

↑                      ↑                      ↑                      ↑  
\*Last                      First NameTitle                      Date of  
Name                      Birth



**Title**

**Male: MSTR**

**Female: MISS**

**e.g.**

**N.I./KHAN/NASIRHOSSAIN MSTR\*06SEP18**

**N.I./KHAN/NAZIFAHOSSAIN MISS\*11FEB18**

**To Delete Name:**

1. N.P\_\_@

↑  
Passenger Number



## To Change Name:

1. N.P. @ /

↑      ↑      ↑      ↑

Passenger    Correct    Correct    Title  
Number      Last      First  
              Name      Name

e.g. N.P1@KHAN/AHMED MR

## To Change Child's Age:

1. N.P. @ / \*P-C

↑      ↑      ↑      ↑      ↑

Passenger    Correct    Correct    Title      Correct  
Number      Last      First           Age  
              Name      Name

e.g. N.P1@KHAN/SHARIF MSTR\*P-C09

**Shortcut:** N.P1@\*P-C09

**Note:** Child age change is allowed even after creating PNR.

## To Change Infant's Date of Birth:

1. N.P. @ / \*

↑      ↑      ↑      ↑      ↑

Passenger    Correct    Correct    Title      Correct  
Number      Last      First           Date of  
              Name      Name      Birth

e.g. N.P2@KHAN/AISHA MISS\*03JAN18

**Shortcut:** N.P2@\*03JAN18

## 3. Agency Details: Phone Field

P.T\*      REF

↑      ↑      ↑

Agency      Phone      Agent  
Name      Number      Name

e.g. P.T\*GALILEO TRAVELS 0191100234 REF

**MAHIRA To Delete:** P.1@

**To Change:** P.1@T\*GALILEO TRAVELS 018112564 REF NAFIS

## 4. Ticketing Time Limit

T.T\*



## 5. Receive PNR

1. R.\_\_\_\_

↑  
Agent's  
Name Initials

e.g. R.Mahdee or R.K

2. ER

3. IR

## PNR Components

1G PNR

9J0HVA 31 DACNH N379315 AG 99999992 26JUL

1. TEST/AMR

1. OD 161 X 07FEB DACKUL HK1 0050 0640 O\* E WE

2. OD 164 X 12FEB KULDAC HK1 1020 1210 O\* E MO

Booking Status

Transmission Status

Agency Details

ONE-DACT\*GALILEO BANGLADESH 01730356416

TKTG-T\*

Airline PNR

VENDOR LOCATOR

VLOC-OD\*XCCJOL/26JUL 1601

Time Limit

VENDOR REMARKS

VRMK-VI/AOD TKTL1GSS/DAC 0050/08JAN 1601Z 26JUL

## DOCS: Passport Information

SI.P1/SSRDOCSMHHK1/P/BD/AG2345678/BD/12JUL76/M/23OCT16/SMITH/JOHN

Passenger 1

Airlines Code

Issuing country

Passport no.

Nationality

Date of birth

Gender

Passport expiry date

Last Name

First Name

Use Gender:

Male **Adult & Male Child: M**  
Child: F

Female **Adult & Female**

Male **Infant: MI**

Female **Infant: FI**

**\*\*Note:**

- In case of multiple airlines in same PNR give 'YY' in place of **Airlines Code**

- Country Code:** Use BGD (3 letter format) for **Biman (BG)** only

**Special SV Format:**

SI.P1/SSRDOCSMHHK1/P/BD/AG2345678/BD/12JUL76/M/23OCT16/SMITH/JOHN/H

**To Delete DOCS or any SI field message:**

1. SI.\_\_\_\_@

↑  
Line number  
in \*SI field

# BASIC RESERVATION REFERENCE GUIDE



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## Example:

If DOCS entered in line **M1**  
has a mistake

\*\*\* SPECIAL SERVICE REQUIREMENT \*\*\*

SEGMENT/PASSENGER RELATED

\*\*\* MANUAL SSR DATA \*\*\*

**M 1.** SSRDOCSSQ HK P/BD/AA123445/BD/04OCT92/M/22NOV22/KABIR/  
MAHDEE -1KABIR/MAHDEE MR

NO OSI EXISTS

## **SI.1@**

### Special Short Format:

SI.P1/SSRDOCSTKHK1/////12JUL76/M//SMITH/JOHNRICHARD

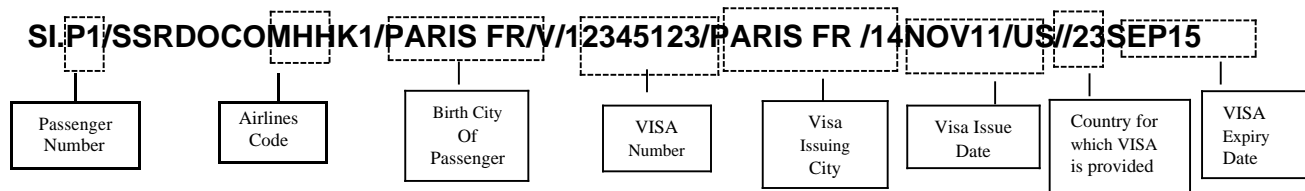
### Format for BG with no first name

SI.P1/SSRDOCSBGHK1/P/BGD/AG2345678/BGD/12JUL76/M/23OCT16/SMITH/FNU

### Format for SV

SI.P1/SSRDOCSSVHK1/P/BD/AG2345678/BD/12JUL76/M/23OCT16/SMITH/JOHN//H

## DOCO (VISA Information)



### For Infant:

SI.P1/SSRDOCOMHHK1/PARIS FR/V/12345123/PARIS FR/14NOV11/US/I/23SEP15

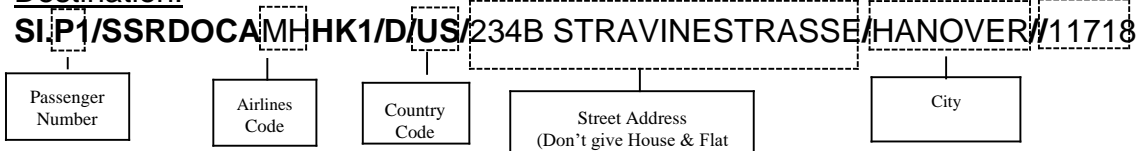
**\*\*DOCO is MANDATORY for USA visits\*\***

### If individual is a resident of that country:

SI.P1/SSRDOCOAFHK1/DHAKA BD/R/12345123/LONDONGB/14SEP11/US

## DOCA (Address Information)

### Destination:



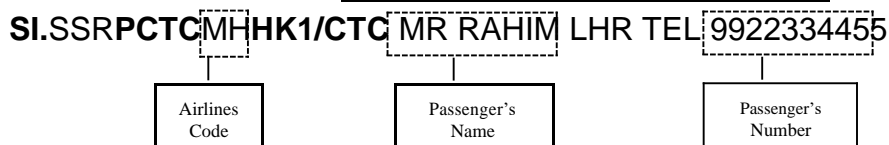
**\*\*DOCA is MANDATORY for USA visits\*\***

### Residence:

SI.P1/SSRDOCAMHHK1/R/US/234B STRAVINER STRASSE/HANOVER//11718

**For Infant:** ...../I

## PCTC (Contact Number)



**\*\*Do not include symbols like ) , +, -, (**

**Delete:** SI.1@ (To delete Line no. 1)



## Itinerary Modify

@\_/\_  
↑      ↑  
Segment    Seat  
No.        Class

(To change **Class** of **Segment no. 1**)

@A/\_  
↑  
Number of Seats  
Required

(To change **Number of seats booked**)

@2/25NOV      (To change **Date** of **Segment no. 2**)

@3/EK585      (To change flight no. of **Segment no. 3**)

## Special Service Requirements (SSR)

GC\*605/32  
GC\*200/9

(To find SSR **Codes**, meal  
**code**)

(Page to find SSR **Code's**  
**Details**)

SI.P\_/\_  
↑      ↑  
Passenger SSR Code  
No.

### Example:

SI.P1/MAAS\*PAX KNOWS ONLY BENGALI      (**Meet and Assist** for **Pax 1**)

SI.P1/MOML      (**Muslim Meal** for **Pax 1**)

SI.P2/WCHR\*NON MEDA PAX IS OLD  
CANT WALK LONG DISTANCE      (**Wheel Chair** message for  
**Pax 2**)

### To Delete:

SI.P\_/\_@  
↑      ↑  
Passenger SSR Code  
No.

### Examples:

SI.P2/WCHR@      (To delete **Wheel Chair** message for **Passenger 2**)

SI.P1/MOML@      (To delete **Muslim Meal** for **Passenger 1**)

## SI Field (To Pass Message to Airline)

SI.\_\_\*  
↑      ↑  
Airlines      Message  
Code

e.g. SI.MH\*PAX IS A FIRST TIME FLIER

\*\*SI.YY\* (for multiple airlines)

SI.BG\*MEMBER OF PARLIAMENT/P1

SI.P1/VIPP\*PAX IS MAYOR OF DNCC (FOR BG and BS only) (VVIP, CVIP)



## Mileage Card

M.P.\_\_\_\_/\_\_\_\_\_  
↑        ↑        ↑  
Passenger Airlines Mileage Card  
No.        Code        Number

### Examples:

M.P1/MH1234567

(Insert **Card no.** for **Passenger 1**)

M.P1/MH1234567-BG569874

(Insert multiple card no. for **Passenger 1**)

M.P1/MH1234567/BG

(Holding card of **MH** and passing on to **BG**)

M\*ALL

(To see all **Mileage Agreement** for all Airlines)

M\*MH

(To see other carrier agreement with **MH**)

### To delete:

M.P\_\_@

(To delete Passenger no. 1 Mileage Card)

## Passenger E-Mail Address and Phone Field for (BG/SV/TK)

Phone Field: SI.P1/SSRCTCMTKHK1/\_\_\_\_\_ (BG and TK)

SI.\_\_\*CTCM\_\_\_\_\_/EN (For SV only)

Email Address: SI.P1/SSRCTCETKHK1/HELPDESK//GALILEO.COM/BD (BG and TK)

SI.\_\_\*CTCE\_HELPDESK//GALILEO.COM.BD (For SV only)

\*Use (//) in the place of (@)



Receive, ER & IR

## Open PNR

\*PNR (PNR using

\*-Name (PNR open by NAME)

\*-K- (PNR open by FIRST Letter)

\*-KABIR (Search PNR by Last Name, If many have same last name, list will appear  
Select the name form the list by clicking on it or giving \*2 or

\*3 to open)



## Fare Quote (Loading Itinerary fare with tax)

1. **FQC**\_\_\_/ET (Fare Quote Entry)



Airlines  
Code

**FQBB/C**\_\_\_/ET (Best Buy Fare Quote Entry: For **Cheapest** Fare)



Airlines  
Code

### Example:

FQBB/CMH/ET

(To quote **Best Buy** fare in **MH**)

FQBB/CMH/ET++-BUSNS

(To quote **Best Buy** fare in **MH** for **Business Class**)

FQL

(To see fare & **Tax Break down** before save)

FQN

(To see **Fare Rules**)

FQCMH/ACC/ET

(To quote fare if child PNR is separate from adult)

FQCMH/ET\*STU

(To quote fare for Student)

FQCMH/ET\*SRC65

(To quote fare for Senior Citizens)

FQCBG/P1-2\*PLM.3\*C05.4\*INF/TE-UT/ET (To quote Omrah Fare with UT TAX exempt)

### To Cancel Fare File:

**FXALL** (To cancel all Fare files)

**\*FF1** (To see Fare File 1)

**FX1** (To Cancel Fare file 1)

### Fare Status

**A or G**

Guaranteed Fare

**B or M**

Manually Built

**I or N or X**

Invalid or No or Cancelled

## **Ticket Issue checklist**

1. Complete PNR or Open old PNR

2. Insert DOCS/DOCO/CTCM/CTCE as per the requirement

3. Quote fare

FQCEK/ET then receive +ER

4. Insert Commission

TMU1Z7 (if it is not accepted give TPC01)

To check if commission is auto inserted

5. Insert Form of Payment

TMU1FINVAGT

Easy Pay:

TMU1FEP161122334455667\*D1020

161122334455667 is the easy pay number taken from BSP website

1020 is the month and expiry year of the easy pay number

**Then RECEIVE +ER**

6. Issue Ticket

TKPDTD

Follow up: HMPR- Check Sales Report

HMTQ/D - Check Capping



## Booking on fare tier (Rich Content and Branding: lite/basic/flex fares)

Give the fare quote command FQCXX/ET

```
BKD:ECOLITE-BF1/ECOLITE-BF1  
BRAND UPSSELL AVAILABLE FROM +1137.00BDT  
>FQCGF/ET  
PSGR          FARE          TAXES          TOTAL PSG DES  
FQG 1          BDT          42100          14816          56916 ADT  
GUARANTEED  
GRAND TOTAL INCLUDING TAXES **** BDT          56916
```

[VIEW](#)

56916

Select either the green color VIEW option or the green color fare

Brands and Ancillaries

Please note that a name is required to store quoted fares.

DAC>BAH | BAH>JED | JED>BAH | BAH>DAC

Tuesday, 30 November 2021, DAC 0510 > BAH 0835 | GF 251 operated by Gulf Air Company B.S.C

☐ Economy Light (E) Included

☐ Economy Smart (E) +1137 BDT

☒ **Economy Flex (E)** +2695 BDT

☐ Falcon Gold Smart (D) +27365 BDT

☐ Falcon Gold Flex (C) +117502 BDT

Our FALCON GOLD SMART

Currently Selected Economy Flex

+2695 BDT INCLUDING TAX

1 ADT 23745

Ancillaries Additional ancillaries available after booking. Prices are approximate.

- Checked Baggage 2x23kg Included
- Cabin Bags 6kg Included
- Changes Varies based on flight
- Refunds Varies based on flight
- Extra Legroom Seat Included
- Preferred Seat Included

ORIGINAL SELECTION INCLUDING TAX 56916

DAC>BAH, BAH>JED + 2695

TOTAL INCLUDING TAX 62305 BDT

FARE QUOTE CANCEL

Select the fare tier that you want and also remember to select the fare tier for other sectors.

Then select FARE QUOTE

Brands and Ancillaries

Please note that a name is required to store quoted fares.

### Summary

Passenger	Subtotal	DAC>BAH>JED	JED>BAH>DAC
PAX 1 ADT	47489 BDT	Economy Flex(E) 23745 BDT Rebook Code E/E	Economy Flex(E) 23744 BDT Rebook Code E/E

#### BAGGAGE INFORMATION

ADT

**Baggage Allowance**

GF DAC>JED 2P

**Bag1** - NO FEE  
UPTO50LB/23KG AND UPTO62LU/158LCM

**Bag2** - NO FEE  
UPTO50LB/23KG AND UPTO62LU/158LCM

Click here for more information

GF JED>DAC 2P

**Bag1** - NO FEE  
UPTO50LB/23KG AND UPTO62LU/158LCM

**Bag2** - NO FEE  
UPTO50LB/23KG AND UPTO62LU/158LCM

Click here for more information

FARE 47489 BDT TAXES 14816 BDT

FARE TOTAL 62305\* BDT

PLEASE TICKET: 305EP21 / 2359

REBOOK MODIFY CANCEL

Now select rebook

Then give the command FX1 and then receive the fare.





## Fare Display (To See Fare without Tax)

FD \_\_\_\_\_ / \_\_\_\_\_ - \_\_\_\_\_

↑      ↑      ↑      ↑      ↑

Travel      From      To      Airlines      One Way

Date                Code      or Return

### Examples:

FD15MAYDACKUL-OW → (To see **One way fare**)

FD15MAYDACKUL-RT → (To see **Return fare**)

FD15MAYDACKUL/EY@C → (To see **Business Class**)

FD15MAYDACKUL/EY\*CNN → (To see **Accompanied Child fare**)

FD15MAYDACKUL/EY\*INF → (To see **Infant fare**)

FD15MAYDACKUL/BG::BDT → (To see **Domestic fare** for Biman)

FDDACYUL/BG → (To see fare for no specific date)

1-FD14SEP LONHKG

FARES LAST UPDATED 05JUN 11:26AM  
LON-HKG DEPART 14SEP  
MPM 8163 EH  
\*\*ADDITIONAL TAXES/FEES MAY APPLY\*\*  
PUBLIC/PRIVATE FARES FOR 5LIG

UNSALEABLE FARES MAY EXIST

UNSALEABLE FARES

1. Line Number	2. Carrier	3. Fare	4. R for Round Trip or blank for One Way	5. Fare Basis	6. Booking Class	7. Advance Purchase and Ticketing	8. Min/Max Stay	9. Season	10. M for Mileage or R for Route fare	11. Global Indicator	12. Day of Week or Time of Day restrictions
1	LX	91.00R		KNNZ05GB	K	+	SU/3M			R	EH
2	TK	139.00R		WN1PRO	W	+	SU/3M			R	EH
3	KC	150.00R		EEE1MKC	E	+	/1M			R	EH
4	OS	154.00R		LNNGB	L		V/12M			R	EH
5	UL	160.00R		NLE6M1GB	N		/6M	04AUG -12DEC		R	EH
6	LX	164.00R		LNNZ05GB	L	+	SU/3M			R	EH
7	KL	164.00R		VPRGB	V	+	SU/1M			R	EH
8	OS	166.00R		ENCGB	E		V/12M			R	EH
9	KC	170.00R		SEE1MKC	S	+	/1M			R	EH
10	UL	178.00R		NLE6M1GB	N		/6M	04AUG -12DEC		R	EH
11	UN	180.00R		IPR3M	I	+	/3M			R	EH
12	TK	189.00R		PN2XPB	P	+	V/12M			R	EH
13	LX	196.00R		ENNGB	E	+	SU/12M			R	EH
14	VN	100.00R		ELOXEU	E			12AUG -11DEC		R	EH
15	AF	106.00R		VPRGB	V	+	SU/1M			R	EH

FN\*1 (To see Fare Note list)

FN\*1/16 (To see Fare charges)

FN\*1/ALL (To see All fare note details)

FR\*1 (To see Route at fare)

FD\* (Go back to main screen)

FDC\*1//AA (To see booking class of 3<sup>rd</sup> Carrier)

FD15FEB16DACYUL/EK.T10FEB16 (To see historical fare)

Travel Date

Date of Issue



## Seat Allocation

1. SQ 447 **N** 20JAN DACSIN HK1 2345 #0600 0\*  
2. SQ 26 **N** 21JAN SINJFK HK1 2355 #1115 0\*

Click on seat  
class to select  
seats

The screenshot shows the 'Select Seats' window for an Air Canada AC 42 Boeing 787-9 Dreamliner. The left side displays a seat map with rows 18-32 and columns A-K. A red box highlights the 'N' (Premium Economy) class in the legend. The right side shows flight segments: 1. DAC>DEL 9W 279, 2. DEL>YYZ AC 43, 3. YYZ>DEL AC 42, and 4. DEL>DAC 9W 280. A red box highlights the 'Sectors' section. At the bottom, a red box highlights the 'REVIEW' button. A legend at the bottom left shows seat status: Unavailable (grey), Selected (green), Available (blue), Blocked (red), and Handicapped (yellow).

Sectors

Seat Map

To save seats selected

To delete seat allocated:

- S.@ (Delete all seat)
- S.P1@ (Delete **P**assenger 1 seats)
- S.S4@ (Delete **S**egment 4 seats)

If it is a paid seat then once it has been allocated issue the EMD with  
EMD/P1/ICXXXXXXXXXX/ER-SEAT ALLOCATION/Z0/FINVAGT



## Queue

QPB*	(To see Q Name and No)
QCA	(To see Q Details)
Q/16	(For Enter to any Q no)
QP	(To open the <b>previous</b> PNR in a Q)
I	(To open the <b>next</b> PNR in a Q)
QXI	( <b>Exit</b> from any Q)
QR	(PNR Remove from Q)
QEB/____/____	(To Share booking file)

↑      ↑  
 Agency   Queue  
 PCC      Number  
 ID

**\*\*Check and remove HX/UC/NO/UN segments from Q/23 everyday\*\***

## Cancel PNR

- XI**      Cancel Itinerary (**All Segments**)
- X3**      Cancel Segment no. 3
- X2.4**      Cancel Segment no. 2 & 4
- @1XK** Cancel **HX/UC/NO** seat status of Segment no. 1 @1-
- 4XK** Cancel **HX/UC/NO** seat status of Segments 1 to 4
- \*\*FOR EK always cancel using XI or X1\*\***

## Divide Passenger in PNR

**If FARE FILE not loaded:**

DP\_\_\_\_  
 ↑  
 Passenger  
 No.  
  
**Receive**  
 ER  
**F**  
 Receive  
 ER  
 IR

**If FARE FILE loaded:**

DP\_\_\_\_  
 ↑  
 Passenger  
 No.  
  
**Receive**  
 ER  
**F**  
 Receive  
 ER  
 ER  
 IR



## Claim Airline's PNR

**C/**airline's code\* airline's PNR

**C/**airline's code**/OK**

## E-Mail PNR

#VT (from Smartpoint)

or:

Email Address

**MT.**\_\_\_\_\_

**Receive & EM\*NL\*PDF**

## Encode & Decode (Extras)

**Aircraft**

**.EEBOEING**

**.ED747**

**.EEAIRBUS**

**.EDDH8**

**Airport Details**

**.CRLHR**

**.CRDAC**

**Airlines Address Details**

**.AREK----**Emirates Address

**.ARBG----**Biman Address

All **City** and **Airport** of a Country

**TI-RCC/BD**

Decode Of **Airlines** Code

**.AD\*997-----**First 3 letters of **BG**

**.AD\*157-----**First 3 letters of **QR** Ticket no.

## **Segment Status**

@1HK (Change Segment 1 HK from KK/KL status)

@1RR (Change Segment 1 RR from HK status)

**HL**= Request Status

**HK**=Confirm Status

**HS**=Confirm Status before receive)

**RR**=Reconfirm Status

**PN**=Pending Status

**KK**=Automatic Confirm from system

**KL**=Confirm by Airlines

**TK**=Time change from HK Status

**TL/UL**=Time change from HL Status

**UC/UN**=Unable to confirm

**HX**=Cancel by Airlines

**UU=HL** (Request Status)

## To see list of PNRs created

LD/ALL/20SEP-D

(PNR List for specific date)

LD/ALL/BG/25DEC-D

(PNR list for specific date and airlines)

LD/ALL/C20SEP/20SEP\*31DEC-D  
date)

(PNR list with creation date and till specified



## Copy Booking File

- |            |  |
|------------|--|
| 1. Receive |  |
| 2. REALL   | REALL (To Copy Name & other information) |
| 3. ER      | RESALL (To Copy Itinerary)               |
| 4. IR      | REALLSALL (To Copy Everything)           |

## To hide fare in Viewtrip

1. NP.VIEWTRIPITIN
2. Receive
3. ER

1. NP.1@ (please check the number of the note)
2. Receive
3. ER

## Timatic Information

TI-MV Visa requirement form for transit or destination

>TI-RV TIMATIC VISA INFORMATION REQUEST  
2 NATIONALITY :NA·.../....  
1 DESTINATION :DE·.../.../.../.../.../.../.../.../.../...  
0 TRANSIT CITIES :TR·.../.../.../.../.../.../.../.../.../...

Fill up the information in the table and press enter to see the rules.  
To see more click on TI.PN that appears on the bottom of the page

## Timetable

TT10DECDACSIN/SQ	To see timetable for DAC to SIN on SQ only for specific date
TTDACCCU/BG	To see timetable for DACCCU on BG only
TTDACCCU	To see timetable for DACCCU no specific carrier
TTR	To see return schedule
TTR#3	To see return schedule after 3 days

## GIS Page (Galileo Information System)

GC*470/3	Galileo Contact numbers
GC*470/4	Airlines Phone numbers
GC*470/8	Three latter Country code
GC*470/9	Three latter Country code
<b>GC*605/215</b>	<b>DOCS/DOCO/DOCA</b>
	<b>Information</b>
GC*HKG/32	To see aircraft seat capacity



## Retrieve Old PNR for History

1. PQ/R-PNR
5. CONFIRM (To retrieve Past dated PNR)
6. Click on Name (Enter **Q/1\*CPD** after 24 Hours to see the retrieved PNR)

## Fare Quote Planner

FQPDACCCUBOMCCUDAC+BG (For One carrier)  
FQPDAC22FEB20JFK+TK.T20FEB20 (For Historical data)  
FQP\*1 (To see tax breakdown)

## Indigo Booking Manual

- Step 1** Book itinerary  
FSDAC20JANCCU
- Step 2** Type name Adult: MR, MRS, MS CHD/INF: (Only MASTER, MISS)
- Step 3** Agency Details  
P.DACM\*01730356416  
P.DACB\*9610002122 (add both mobile and business no.)  
MT.MAHDEE.KABIR@GALILEO.COM.BD  
D.MR TEST\*10 KARWAN  
BAZAR\*GULSHAN\*DK\*BD\*P/1206
- Step 4** Ticketing Information:  
If you wish to issue ticket immediately then select Ticketed now.  
If you wish to hold the booking for 24 hours then please select  
arrange ticketing date and select date of the following day.  
T.TAU/(Date of next date) \*for hold booking T.T\*  
(if you want to issue ticket now)
- Step 5** Do Fare Quote  
FQ
- Step 6** If you want to issue tickets now insert **Form of Payment:** ZF/AP/Agency ID
- \*\*\*\*DONOT do this for Hold booking\*\*\*\*
- Step 7** Receive and ER (Regardless of hold booking or direct ticket issue)
- Step 8\*** If you are doing a hold booking you will be prompted to accept.  
Choose ACCEPT to do hold Booking
- Step 9\*** If you wish to issue ticket on a retrieved booking then do the following  
Open PNR  
FQ  
ZF/AP/Agency ID  
Followed by Receive +ER